

Patients find added value to their ER visit and waiting time by the use of Second Life in:

- Meeting virtual support groups
- Getting useful information about their condition
- Visiting virtual hospital
- Interacting with hospital support staff
- Oriented to future markets

Contact information:

Neil.Russell@gatech.edu

Hyungsin@gatech.edu

Asanchez@gatech.edu

## Open Space<sup>sm</sup>

Improving communication  
and patient experience  
in the ER

Benefits of Open Space on patient experience:

- Patients are able to see the complete story and stage of their current ER visit
- Patients learn about their conditions by watching the content provided by the ER
- Community service performed by the ER when providing information about general health issues: smoking cessation, benefits of exercise and healthy eating habits, etc



828 West Peachtree Street, NW  
2<sup>nd</sup> Floor  
Atlanta, GA 30332-0477  
404.385.8193 (phone)  
404.385.7452 (fax)





## Open Space<sup>sm</sup>:

- Facilitates communication between patients and care providers
- Provides information to patients about their current visit to the ER
- Educates patients about their medical condition and processes to be followed
- Offers entertainment to the patient and/or family who are waiting



## Features:

- New space for provider interaction
- Exciting potential for research on improving patient recovery
- Uses real-time information feedback already available
- Virtual environment for patient education/entertainment (Second Life)
- Modular content
- ER (web) 2.0, provider generated content for consumption by patient
- Potential for ER WikiPages created by providers to educate patients (or family) about health conditions



## CUSTOM SOLUTIONS

- ERs can download applications to customize, but also create content (such as informational videos) and distribute it through Open Space backend management



## WEB SOLUTIONS

- ERs can exchange content with other hospitals
- Patients could:
- Download content from the ER into their Open Spaces
  - Have e-mail and internet access
  - Request video conferences to get in touch with family and friends while being in the ED



## E-BUSINESS SOLUTIONS

- Potential for self-service, pay-per view, special advertisement, and education applications
- Advanced customer service and marketing potential, such as surveys, patient suggestions, or testimonials to integrate with existing business practices.

Open Space<sup>sm</sup> offers a new stage of collaboration and communication with a higher level of interaction and value creation